SITHGAM006A PROVIDE RESPONSIBLE GAMBLING SERVICES

ASSESSOR GUIDE
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Purpose of this Guide

This Guide is to be used by Assessors in planning and following the assessment process with each student. It contains information relevant to the unit of competency and should be used as a reference when conducting assessments.

The following Assessment Process must be followed with all students, unless discussed with the ‘etrainu’ and ‘Challenge National’ and any changes agreed by all parties involved.

Process Overview
SITHGAM006A Provide responsible gambling services

Unit descriptor
This unit describes the performance outcomes, skills and knowledge required to provide responsible gambling services, and information to customers who require assistance with their problem gambling. The unit also relates to satisfying the requirements for providing responsible gambling services under state and territory legislation. The terms used to describe this vary across state and territory regulatory bodies and can include responsible conduct of gambling (RCG) and responsible service of gaming or responsible service of gambling (RSG).
Those developing training to support this unit must consult the relevant state and territory gaming licensing authority to determine accreditation arrangements for courses, trainers and assessors.
Under differing state and territory legislation this is a required certification unit only for certain nominated personnel operating in licensed gambling premises.
The requirement to ensure compliance with enterprise policies, legal obligations and codes of practice for gambling venues is not covered by this unit but may be found in SITHGAM005A Develop and manage gaming activities.

Employability skills
The required outcomes described in this unit of competency contain applicable facets of employability skills. The Employability Skills Summary of the qualification in which this unit is packaged will assist in identifying employability skills requirements.

Prerequisite units
Nil

Application of the unit
Responsible gambling services must be provided wherever gambling activities are undertaken. In the hospitality industry, the gambling environment is usually referred to as the gaming area and is provided in a range of venues such as hotels, motels, clubs, pubs and casinos.
Gambling is defined as the staking of money on uncertain events driven by chance. The major forms of gambling are wagering (racing and sport) and gaming (gaming machines, table games, Keno and lotteries). Both forms of gambling are relevant to the hospitality industry.
Hospitality venues operate Totalisator Agency Board (TAB) outlets for wagering on racing and sport events. They also cover the full range of gaming activities, including the operation of gaming machines, table games, Keno and lotteries.
The responsible provision of gambling services is an essential underpinning skill for any level of hospitality personnel involved in the sale and service of gambling activities in licensed premises, including the licensee, gaming supervisors and gaming managers when involved in operational gambling activities. The unit applies equally to frontline operational gambling personnel who operate with a limited level of autonomy and under some supervision and guidance from others. They would operate within the predefined organisational procedures and industry and regulatory authority codes of conduct. Operational job roles would include gaming attendant, table game attendant, croupier and multi-skilled food and beverage attendant.

### Competency field

**Gaming**

### Sector

**Hospitality**

#### ELEMENT

Elements describe the essential outcomes of a unit of competency.

#### PERFORMANCE CRITERIA

Performance criteria describe the required performance needed to demonstrate achievement of the element. Where **bold italicised** text is used, further information is detailed in the required skills and knowledge and/or the range statement. Assessment of performance is to be consistent with the evidence guide.

1. **Provide responsible service of gambling.**
   
   1.1 Follow **responsible gambling service procedures** according to relevant **state and territory legislation and industry and enterprise policy** or codes of conduct.
   
   1.2 Communicate with appropriate personnel on gambling-related incidents or situations and compliance with legislation and industry and enterprise policy.
   
   1.3 Maintain accurate records of **gambling-related incidents** and associated staff action, according to industry and enterprise policy and procedures.
   
   1.4 Ensure **gambling environmental features** support responsible gambling policies.

2. **Provide information and assistance to customers about problem gambling.**
   
   2.1 Provide accurate and appropriate **information** on **problem gambling** to customers on request.
   
   2.2 Follow **procedures** for **self-exclusion and exclusion** requests according to legislation, industry and enterprise policy and confidentiality and privacy requirements.
   
   2.3 Display **signage and information** related to responsible gambling in appropriate places visible to players, according to industry, enterprise and legislative requirements.
   
   2.4 Provide information on available support services according to confidentiality and privacy requirements, and industry, enterprise and legislative requirements.
# The Assessment Process

## Planning the Assessment

### 1. Confirm Assessment Process

Assessors must confirm that the student is ready for assessment prior to commencing the process. The assessment process (including the purpose of the assessment, evidence gathering, appeal procedure and any special needs) are to be explained to the Student.

- **Online students (unfacilitated)**
  
  Will self-determine their readiness for assessment by successfully completing the Activities at the end of each Chapter/Section. These activities have been designed to demonstrate “LL&N”, “Employability Skills” and “Underpinning Knowledge”.

- For facilitated pathway students, ensure you have a copy of each of the following assessment instruments and tools:
  
  a. `ASS_SITHGAM006A_PRGS_FAC_v1`

### 2. Assessment Strategy - Facilitated

Identify the day, time and location for conducting each of the assessment tasks and confirm with the student (and Supervisor, if applicable).

- Assessment should be conducted in the workplace *(insert description)* or under conditions that accurately simulate a realistic work environment.
- Ensure that you have the resources and equipment ready for the assessment task.

**Assessment Strategy – Unfacilitated**

Online students will determine their own timeframe for assessments based on accessibility to chapters and assessments via online system.

### 3. Resources required include:

- **Online students (unfacilitated)**
  
  - Assessors Guide (this document)
  - Observation Checklists

- **facilitated students**
  
  - Assessors Guide (this document)
  - Workplace Resource Checklist
  - Observation Checklists
### Range of Assessment:

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance. Bold italicised wording in the performance criteria is detailed below.

**Responsible gambling service procedures** may relate to:
- provision of gambling-related information, brochures and signage
- posting of signage in appropriate locations
- self-exclusion and exclusion procedures
- provision of appropriate environmental features
- responsible practices, such as offering a cooling off period or payment of large sums by cheque.

**State and territory legislation and industry and enterprise policy** refer to:
- relevant state and territory gaming legislation and regulations
- relevant state and territory licensing authority regulations and policies
- industry codes of practice
- house policies.

**Gambling-related incidents** include:
- requests for exclusion or assistance
- under-age gambling
- refusal of credit
- disputes or complaints
- involvement of families and friends
- impact of alcohol
- attempts to breach exclusion.

**Gambling** may include:
- wagering on racing and sport events, including: TAB activities, calcuttas and sweepstakes
- gaming, including:
  - electronic gaming machines
  - poker machines
  - linked progressive jackpot systems
  - Keno and lottery games
  - table games
  - miscellaneous games of chance
  - bingo
  - lucky envelopes
  - multi-terminal gaming machines (MTGMs).
### Gambling environmental features

- provision and placement of signage
- lighting and availability of natural light
- provision and placements clocks
- placement of automatic teller machines (ATMs)
- strategies to indicate the passage of time
- strategies to encourage breaks in play
- advertising and promotional materials and activities
- positioning of machines, change machines and equipment.

### Information on problem gambling

- availability of counselling services
- availability of self-exclusion programs
- availability of responsible gambling pamphlets.

### Problem gambling may involve:

- gambling more money than the player can afford
- gambling that makes the home life of the player unhappy
- feelings of remorse after gambling
- bills that cannot be paid by the player due to excessive gambling
- borrowing money to gamble
- trying to win back gambling losses
- gambling to escape worry or personal problems
- changes in sleeping or eating habits due to gambling
- committing illegal acts or considering these to finance gambling
- considering self-harm as a result of gambling.

### Procedures for self-exclusion and exclusion may involve:

- referral to a colleague, supervisor or manager according to scope of responsibility
- initiating exclusion processes when requested by customer
- referral to counsellors or support services.

### Self-exclusion and exclusion may relate to:

- customer identifying a problem with gambling and requesting to be barred from gaming or to have access limited (self-exclusion)
- venue exclusion
- third-party exclusion.
### Signage and information to be displayed may cover:

- chances of winning and probability
- problem gambling
- self-exclusion and exclusion
- available counselling services
- house policy
- industry code of conduct for responsible gambling services
- venue code of conduct
- responsible gambling initiatives.
CONDUCT ASSESSMENT

Evidence Gathering:

ASSESSING UNDERPINNING KNOWLEDGE

Primarily Underpinning Knowledge is determined through a choice of Written Assessment, Questionnaire or a series of relevant Oral Questions.

You will need an different assessment tool for each different type of assessment:

Pre-Assessment Activity – (LL&N Based) These documents are to be used in the case where a participant has been identified as requesting LL&N assistance.

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<th>UNFACILITATED – Not Available</th>
<th>FACILITATED – Not Available</th>
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Fact Sheets & Activities – Determining Underpinning Knowledge

The fact sheets support the content delivered in the delivery content. The activities have been developed to consolidate understanding of key concepts within the course content. They do not determine competence but do signify that the participant has an understanding.

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<td>FS_SITHGAM006A_PRGS_WEB_v1</td>
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Written Assignment – Knowledge questions mapped against core criteria and critical aspects of assessment as outlined in the Unit Description.

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Questionnaire

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Oral Questions — Generally conducted with the workplace observation to support scenarios and activities that may not be observed at an appropriate time within the workplace.

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<tbody>
<tr>
<td>N/A</td>
<td>N/A</td>
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</table>

ASSESSING PRACTICAL SKILLS

The required practical demonstration activities must involve:

- Practical demonstration is not required for this unit – see mapping.

For the assessment of these skills please use the following Practical Activities and supporting Observation Checklists:

<table>
<thead>
<tr>
<th>Practical Activities: UNFACILITATED</th>
<th>Practical Activities: FACILITATED</th>
</tr>
</thead>
<tbody>
<tr>
<td>N/A</td>
<td>N/A</td>
</tr>
</tbody>
</table>
Participant needs to demonstrate completion of the following to achieve competence.

Completion of the following is compulsory:

ASS_SITHGAM006A_PRGS_WEB_v5

Ensure the following points are assessed:

The following skills must be assessed as part of this unit:
- appropriate communication and interpersonal skills for dealing with customers identifying problems with gambling and requesting self-exclusion
- literacy skills to read and interpret documents, such as problem gambling signage, general information and brochures; industry or regulatory codes of conduct; in-house policies and procedures; and general plain English regulatory and advisory information issued by local, state and territory gambling licensing authorities
- numeracy skills to explain chances of winning and probability as they relate to the gambling activities of the enterprise.

The following knowledge must be assessed as part of this unit:
- profile of gambling industry, including size and economic benefits of gambling
- reasons for and personal impacts of gambling problems
- public interest reasons for implementation of responsible service of gambling practices, including: government and community concerns with problem gambling
economic costs of problem gambling
- principles of harm minimisation, and strategies to reduce the harm associated with problem gambling
- indicators of problem gambling, and understanding that indicators are not always overt and that assumptions cannot be made until customer indicates a problem and requests assistance
- roles of government, industry and the enterprise in providing responsible gambling services; broad working knowledge of the requirements of relevant state and territory legislation; and regulatory, industry and enterprise codes of conduct
- working knowledge of enterprise responsible gambling service procedures, especially self-exclusion and exclusion procedures; and the role of individual staff members, supervisors and managers in providing responsible gambling services
- working knowledge of the contents of problem gambling information provided by the enterprise
- available counselling services and referral procedures.
**Critical Aspects of Assessment**

Check the following Critical Aspects of Evidence from the competency and determine if further evidence is required:

Evidence of the following is critical:

- working knowledge and understanding of current legislation and industry and enterprise policies and procedures in relation to responsible service of gambling and the ramifications for the enterprise of non-compliance
- knowledge of underpinning reasons for and harm-minimisation approach of responsible gambling services
- ability to deal with requests for exclusion or counselling services tactfully and according to enterprise procedures
- project or work activities that show candidate’s ability to provide responsible gambling services in a range different gambling related situations to ensure consistency in the application of procedures.
Context of Assessment and Resource Implications:

Assessment must ensure:

- activities that allow the candidate to demonstrate the application of knowledge to specific responsible gambling service situations, which might include interaction with others to demonstrate appropriate communication skills
- access to current regulatory documents distributed by key state and territory gambling licensing agencies, such as plain English legislative publications and codes of conduct outlining responsible gambling requirements
- access to industry and enterprise codes of conduct, policies, procedures, information, signage and brochures relating to responsible gambling services.

Assessment Methods:

Assessment methods must be chosen to ensure that the knowledge and skills required to provide responsible gambling services can be practically demonstrated.

The following examples are appropriate for this unit:

- direct observation of the candidate providing information to customers
- role-play to demonstrate appropriate interpersonal skills
- case studies or problem solving to assess the application of knowledge to various problem-gambling situations and contexts
- oral or written questions to assess knowledge of gaming legislation, codes of practice and industry and enterprise procedures
- review of portfolios of evidence and third-party workplace reports of on-the-job performance by the candidate.
### Other Evidence

Other types of Evidence that are suitable for Assessment are:

| Third Party Reports | N/A |

### Linkages to other units:

This unit underpins effective performance in a range of gaming activities and so holistic assessment with other gaming units relevant to the industry sector, workplace and job role is strongly recommended, including:

- SITHGAM001A Attend gaming machines
- SITHGAM002A Operate a TAB outlet
- SITHGAM003A Conduct a Keno game
- SITHGAM005A Develop and manage gaming activities.

However, determining competency for this unit must focus on the understanding and implementation of responsible provision of gambling services which meets the requirements of state and territory legislation.
### RECORDING ASSESSMENT OUTCOMES

**Use the Assessment Summary** to record the evidence gathered.
- Ensure that the evidence is valid, reliable, fair and sufficient to determine the student’s achievement of all aspects of the competency.

**Record the assessment decision** – Competent, or Not Yet Competent.
- Provide overall comments about the assessment. Sign and date the Assessment Summary.

**Discuss the decision** and your comments with the student and seek their feedback.
- Ask them to sign the Assessment Summary to confirm that they have been provided with feedback on the assessment decision. (FACILITATED)
- Participant fills out online feedback. (UNFACILITATED)

*Where the student has been assessed as Not Yet Competent, ensure that you have sufficient comments to show why you have made that decision, and include information for the Student about what they must do or what further evidence is to be gathered for them to achieve competency.*
### EMPLOYABILITY SKILLS

<table>
<thead>
<tr>
<th>Communication</th>
<th>Communicating with colleagues and customers to determine their specific needs; interpreting verbal and written information on customer requirements to ensure efficient delivery; empathising and negotiating acceptable solutions to customer problems and complaints; interpreting and providing clear and accurate information to customers to ensure a positive hospitality experience.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Teamwork</td>
<td>Working as a skilled team member providing instructions, building group cohesion and applying discretion and judgement as needed; understanding own role in delivering the hospitality experience and servicing the needs of customers; understanding the quality service goals of the enterprise and working as a team member to deliver those goals.</td>
</tr>
<tr>
<td>Problem solving</td>
<td>Anticipating problems that may arise with operational activities; mitigating problems by making acceptable adjustments to operational activities that adhere to the predetermined requirements and customer requests; identifying and clarifying the extent of problems that arise during operational activities, taking responsibility for or requesting assistance from other team members in resolving issues; using predetermined policies and procedures to guide solutions to operational problems.</td>
</tr>
<tr>
<td>Initiative and enterprise</td>
<td>Showing independence and initiative required to take a lead role in delivering the hospitality experience; adapting to emerging operational situations and problems by initiating and implementing creative and immediate responses to ensure efficient operational delivery; identifying and discussing a range of hospitality product and service concepts to improve existing product and service options for the enterprise and its customers.</td>
</tr>
<tr>
<td>Planning and organising</td>
<td>Collecting, analysing and organising customer and product information to allow for efficient delivery of the hospitality experience; collecting, analysing and selecting appropriate information to meet the needs of the specific customer group, pacing the delivery of information and service to meet operational and customer requirements; participating in continuous improvement by reporting successes or deficiencies of the hospitality experience being delivered.</td>
</tr>
<tr>
<td>Self management</td>
<td>Understanding and complying with the legal responsibilities that apply to own role in hospitality sales and service; knowing own job role and responsibilities, acting through self-direction and organising own work time and priorities when preparing for and delivering hospitality sales and service; reviewing and reflecting on own work performance and seeking feedback and guidance on success in effectively servicing the needs of colleagues and customers.</td>
</tr>
<tr>
<td>Learning</td>
<td>Knowing own knowledge and skill strengths and weaknesses; taking responsibility for own professional development; sourcing ongoing learning opportunities and information using a range of mediums and settings to update regularly and proactively the hospitality knowledge required; sharing information with colleagues.</td>
</tr>
<tr>
<td>Technology</td>
<td>Understanding the operating capability of, selecting and using the appropriate technology to prepare for and deliver quality customer service.</td>
</tr>
<tr>
<td>Communication</td>
<td>Communicating with colleagues and customers to determine their specific needs; interpreting verbal and written information on customer requirements to ensure efficient delivery; empathising and negotiating acceptable solutions to customer problems and complaints; interpreting and providing clear and accurate information to customers to ensure a positive hospitality experience.</td>
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# MAPPING ASSESSMENTS TO PERFORMANCE CRITERIA

<table>
<thead>
<tr>
<th>Unit Name</th>
<th>SITHGAM006A Provide Responsible Gambling Services</th>
</tr>
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<tbody>
<tr>
<td>Element</td>
<td>Performance Criteria</td>
</tr>
<tr>
<td><strong>Assessments used:</strong></td>
<td>WRIT ASSESS_SITHGAM006A_PRGS _WritAss_WEB_v1</td>
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<table>
<thead>
<tr>
<th>Insert element name and number</th>
<th>List performance criteria</th>
<th>List assessment instruments</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Provide responsible service of gambling</td>
<td>1.1 Follow <em>responsible gambling service procedures</em> according to relevant <em>state and territory legislation and industry and enterprise policy</em> or codes of conduct.</td>
<td>Knowledge Questions 3.7 4.1,4.2,4.3,4.4,4.5,4.6 5.1,5.2,5.3,5.4,5.5,5.6 6.1,6.2,6.3,6.4,6.5,6.6 7.1,7.2,7.3,7.4,7.5,7.6,7.7 8.1,8.2,8.3,8.4,8.5,8.6,8.7 9.1,9.2,9.3,9.4,9.5,9.6</td>
</tr>
<tr>
<td>1.2 Communicate with appropriate personnel on gambling-related incidents or situations and compliance with legislation and industry and enterprise policy.</td>
<td>Knowledge Questions 2.1,2.2 4.4, 4.6 5.2, 5.4, 5.6 6.4, 6.7</td>
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<tr>
<td>1.3 Maintain accurate records of <em>gambling-related incidents</em> and associated staff action, according to industry and enterprise policy and procedures.</td>
<td>Knowledge Questions 8.6,8.7</td>
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<tr>
<td>1.4 Ensure <em>gambling environmental features</em> support responsible gambling policies.</td>
<td>Knowledge Questions 4.2, 5.2,5.3,5.4,5.5,5.6 6.6 7.5 8.1,8.2,8.3,8.4,8.5,8.6 9.1,9.2,9.3,9.4,9.5,9.6</td>
<td></td>
</tr>
<tr>
<td>2. Provide information and assistance to customers about gambling</td>
<td>2.1 Provide accurate and appropriate <em>information on problem gambling</em> to customers on request.</td>
<td>Knowledge Questions 3.1,3.2,3.3,3.2 5.3,5.4,5.5,5.6 6.6 7.3,7.4,7.5,7.6 9.2,9.3,9.5,9.6</td>
</tr>
<tr>
<td>2.2 Follow <em>procedures for self-exclusion and exclusion</em> requests according to legislation,</td>
<td>Knowledge Questions SITHGAM006A Web Assessment Question 3.3,3.4,3.5,3.6,3.7,3.8 4.5,4.6</td>
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<tr>
<td>Element</td>
<td>Performance Criteria</td>
<td>Assessment Instruments</td>
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<tr>
<td>2.3</td>
<td>Display <strong>signage and information</strong> related to responsible gambling in appropriate places visible to players, according to industry, enterprise and legislative requirements.</td>
<td>5.1,5.2,5.3,5.4,5.5,5.6 6.1,6.2,6.3,6.4,6.5,6.6 <strong>Case Studies</strong> SITHGAM006A Case Studies 10.1,10.2,10.3,10.4,10.5 11.1,11.2,11.3,11.4</td>
</tr>
<tr>
<td>2.4</td>
<td>Provide information on available support services according to confidentiality and privacy requirements, and industry, enterprise and legislative requirements.</td>
<td>5.4,5.5,5.6 6.5,6.6 <strong>Case Studies</strong> SITHGAM006A Case Studies 10.2,10.3,10.4,10.5 11.2,11.3,11.4</td>
</tr>
</tbody>
</table>

**Knowledge Questions**

6.6
9.1,9.2,9.3,9.4,9.5,9.6
### Essential Knowledge to be Assessed:

- **Appropriate communication and interpersonal skills for dealing with customers identifying problems with gambling and requesting self-exclusion**
  - Assessment Instruments:
    - 5.2, 5.3, 5.4, 5.5, 5.6
    - 6.1, 6.2, 6.3, 6.4, 6.5
    - Case Studies:
      - 10.1, 10.2, 10.3, 10.4, 10.5
      - 11.1, 11.2, 11.3, 11.4

- **Literacy skills to read and interpret documents, such as problem gambling signage, general information and brochures; industry or regulatory codes of conduct; in-house policies and procedures; and general plain English regulatory and advisory information issued by local, state and territory gambling licensing authorities**
  - Assessment Instruments:
    - 2.1, 2.2, 2.3, 2.4, 2.5, 2.6, 2.7, 2.8
    - 3.1, 3.2, 3.3, 3.4, 3.5, 3.6, 3.7, 3.8
    - 4.1, 4.2, 4.3, 4.4, 4.5, 4.6
    - 5.1, 5.2, 5.3, 5.4, 5.5, 5.6
    - 6.1, 6.2, 6.3, 6.4, 6.5
    - 7.1, 7.2, 7.3, 7.4, 7.5, 7.6, 7.7
    - 8.1, 8.2, 8.3, 8.4, 8.5, 8.6, 8.7
    - 9.1, 9.2, 9.3, 9.4, 9.5, 9.6
    - Case Studies:
      - 10.1, 10.2, 10.3, 10.4, 10.5
      - 11.1, 11.2, 11.3, 11.4

- **Numeracy skills to explain chances of winning and probability as they relate to the gambling activities of the enterprise.**
  - Assessment Instruments:
    - 5.5
    - 8.1

### Essential Skills to be Assessed:

- **Profile of gambling industry, including size and economic benefits of gambling**
- **Reasons for and personal impacts of gambling problems**
- **Public interest reasons for implementation of responsible service of gambling practices, including:**
  - Government and community concerns with problem gambling
  - Economic costs of problem gambling
- **Principles of harm minimisation, and strategies to reduce the harm associated with problem gambling**
- **Indicators of problem gambling, and understanding that indicators are not always overt and that assumptions cannot be made until customer indicates a problem and requests assistance**
- **Roles of government, industry and the enterprise in providing responsible gambling services; broad working knowledge of the requirements of relevant state and territory legislation;**
  - Assessment Instruments:
    - 2.1, 2.2, 2.3, 2.4, 2.5, 2.6, 2.7, 2.8
    - 3.1, 3.2, 3.3, 3.4, 3.5, 3.6, 3.7, 3.8
    - 4.1, 4.2, 4.3, 4.4, 4.5, 4.6
    - 5.1, 5.2, 5.3, 5.4, 5.5, 5.6
    - 6.1, 6.2, 6.3, 6.4, 6.5
    - 7.1, 7.2, 7.3, 7.4, 7.5, 7.6, 7.7
    - 8.1, 8.2, 8.3, 8.4, 8.5, 8.6, 8.7
    - 9.1, 9.2, 9.3, 9.4, 9.5, 9.6
    - Case Studies:
      - 10.1, 10.2, 10.3, 10.4, 10.5
      - 11.1, 11.2, 11.3, 11.4
<table>
<thead>
<tr>
<th>Evidence Guide</th>
<th>Component</th>
<th>Assessment Instruments</th>
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<td>and regulatory, industry and enterprise codes of conduct</td>
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<td>working knowledge of enterprise responsible gambling service procedures, especially self-exclusion and exclusion procedures; and the role of individual staff members, supervisors and managers in providing responsible gambling services</td>
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<td>working knowledge and understanding of current legislation and industry and enterprise policies and procedures in relation to responsible service of gambling and the ramifications for the enterprise of non-compliance</td>
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<td>knowledge of underpinning reasons for and harm-minimisation approach of responsible gambling services</td>
<td>6.1, 6.2, 6.3, 6.4, 6.5, 10.1, 10.2, 10.3, 10.4, 10.5, 11.1, 11.2, 11.3, 11.4</td>
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<td>ability to deal with requests for exclusion or counselling services tactfully and according to enterprise procedures</td>
<td>6.1, 6.2, 6.3, 6.4, 6.5, 10.1, 10.2, 10.3, 10.4, 10.5, 11.1, 11.2, 11.3, 11.4</td>
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<td>project or work activities that show candidate’s ability to provide responsible gambling services in a range of different gambling-related situations to ensure consistency in the application of procedures.</td>
<td>6.1, 6.2, 6.3, 6.4, 6.5, 10.1, 10.2, 10.3, 10.4, 10.5, 11.1, 11.2, 11.3, 11.4</td>
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RESOURCE LIST

<Resource Title> Learning Guide and Handbooks <Resource Type> Location Participant Received

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**ASSESSMENT REGISTER**

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**Underpinning Knowledge**

Developed through non-assessable interactive flash activities in: Stage content development documents.

- Developed through non-assessable interactive flash activities in: Stage content development documents.
- Underpinning Knowledge
- Written Assessment
- Practical Assessment
- Observation Checklist
- 3rd Party Report Checklist

**Written Assessment**

2.1,2.2,2.3,2.4,2.5,2.6,2.7,2.8, 3.1,3.2,3.3,3.4,3.5,3.6,3.7,3.8, 4.1,4.2,4.3,4.4,4.5,4.6, 5.1,5.2,5.3,5.4,5.5,5.6, 6.1,6.2,6.3,6.4,6.5, 7.1,7.2,7.3,7.4,7.5,7.6,7.7, 8.1,8.2,8.3,8.4,8.5,8.6,8.7, 9.1,9.2,9.3,9.4,9.5,9.6, 10.1,10.2,10.3,10.4,10.5, 11.1,11.2,11.3,11.4

- Chapter Assessments
- Case Studies
- Practical Assessment
- Observation Checklist
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**Chapter Assessments**

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**Practical Assessment**

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- 3rd Party Report Checklist

**Observation Checklist**

- Observation Checklist
- 3rd Party Report Checklist

**3rd Party Report Checklist**

- 3rd Party Report Checklist
Suggested Equipment and Resource List for

SITHGAM006A Provide Responsible Services of Gaming

Games and gaming machines may include:
- poker machines
- approved amusement devices
- slot machines
- auxiliary gaming machine equipment such as coin dispensing equipment
- stand alone games
- linked machines
- totaliser agency board (tab) equipment
- keno
- bingo
- calcutta and sweepstakes
- lotteries
- miscellaneous games of chance

Signage and Information may include:
- Help Signage
- Gaming Help Booklets/Pamphlets
- Odds Information
- Responsible Gaming Information